

City of Solvang
WATER SOFTENER UPGRADE REBATE PROGRAM GUIDELINES

For our Water's Sake, Please Upgrade Your Water Softener.

Protecting our local groundwater supply is critical. Traditional salt-using self-regenerating water softeners, the kind that use rock salt or potassium chloride pellets, pose a serious water quality problem for our community and local groundwater basin. On average a single conventional self-regenerating water softener contributes as much as 50 pounds of salt each month to the Solvang Wastewater Treatment Plant and recharge facility. The Solvang Wastewater Treatment Plant treats sewage but is not designed to remove salt. That salt ultimately ends up in our groundwater and water supplies. Salt is the single greatest constraint on our future ability to use groundwater, our most reliable and drought proof local source of water supply.

In comparison, a salt-free canister type (portable exchange tank) water softener discharges NO SALT and thus produces no harm to our groundwater and water supplies. A sensor equipped ultra-high efficiency water softener contributes only 8 to 16 pounds of salt/month, which is up to 42 pounds **less per month** than a conventional salt-using self-regenerating unit. A high efficiency water softener contributes only 16 to 25 pounds of salt/month which is still significantly less than a conventional salt-using self-regenerating unit.

The City of Solvang is launching a new program to help reduce the amount of salts and total dissolved solids (TDS) that end up at our Wastewater Treatment Plant and recharge facility. An Upgrade Rebate is being offered to Solvang residents who replace their old conventional self-regenerating (automatic) water softener with a salt-free canister type (portable exchange tank) water softener, or a new high efficiency or ultra-high efficiency twin sensor water softener. To qualify for a rebate, you must either:

1. Replace your existing salt-using automatic water softener with a portable exchange tank water softener, or
2. Replace your old conventional self-regenerating (automatic) water softener with a new **SB1006 Compliant** high efficiency or ultra-high efficiency twin sensor water softener with industry best efficiencies.

SB1006 Compliant means that the water softener removes at least 4,000 grains of hardness per pound of salt used in regeneration.

The only SB1006 Compliant ultra-high efficiency twin sensor water softeners allowed are the following: 1) AQUEL PENTAIR, Model No. 9100TS; or 2) CULLIGAN, Model No. "Aguasensor".

Ultra- high efficiency twin sensor water softeners use up to 65% less water in regeneration and use up to 65% less salt than high efficiency water softeners. This conserves water and produces significantly less salt discharge to the City sewer system.

WHO CAN APPLY?

Upgrade Rebates are available to all City of Solvang single family and multi-family residential water-sewer system customers that currently have an older conventional (non-SB1006 Compliant) automatic water softener.

HOW DO I APPLY?

Residential water-sewer system customers must submit a completed Application, with the required information attached, to the City of Solvang at 1644 Oak Street, Solvang, CA 93463; Attention: Utility Billing Clerk.

The following documentation must be attached to your Application in order for the Application to be deemed complete:

1. A copy of your recent City of Solvang Water/Sewer Bill,
2. A photograph of the existing conventional (old) salt-using automatic water softener, and
3. A copy of the invoice or receipt for the new SB1006 Compliant high efficiency or ultra-high efficiency twin sensor water softener.
4. In the case of replacement of an existing conventional automatic water softener with a salt-free canister type (portable exchange tank) water softener, a copy of a 24 month Contract with a Water Treatment Dealer (Rayne, Culligan or Pure Water Systems) must be attached to the completed Application.

To be eligible for an Upgrade Rebate, an existing conventional self-regenerating water softener must be in operation at the residence **prior to replacement**. With submittal of an Application, water-sewer system customers agree to not re-install a non-compliant inefficient salt-using automatic water softener at any time in the future.

The Water Softener Upgrade Rebate Program will run through June 30, 2019, or until funding runs out, whichever occurs first.

HOW MUCH IS THE REBATE?

The rebate is offered in the form of a credit on your Water Bill. You will receive a \$400 Water Softener Upgrade Rebate Credit on your Water Bill, applied as a one-time credit after passing the required visual inspection.

HOW WILL I RECEIVE THE REBATE?

Upon submittal to the City of a complete Application, the Utility Billing Clerk will verify eligibility and completeness of your application, and if deemed eligible and complete, the Utility Billing Clerk will notify you that your application has been accepted. You must then contact the City Wastewater Inspector for a visual inspection.

The water softener upgrade rebate will appear as a credit on your Water Bill within one month of passing the required visual inspection. To pass the visual inspection the new water softener must be in service and operating properly at the time of inspection. In the case of replacement of an existing conventional automatic water softener with a salt-free canister type (portable exchange tank) water softener, to pass the visual inspection, the portable exchange tank(s) must be installed and operating properly at the time of inspection.

With submittal of an Application, water-sewer system customers agree to not re-install a non-compliant inefficient salt-using automatic water softener at any time in the future.

DO I NEED AN INSPECTION?

Yes. Both upgrade to a High Efficiency/Ultra High Efficient Twin Sensor Water Softener, or replacement of an Automatic Water Softener with Portable Exchange Tank Water Softener require a visual inspection. A visual inspection is required to confirm compliance. With submittal of an Application, the customer is also agreeing to allow the City Wastewater Inspector to return after 12 months and retrieve performance history data from the water softener after the water softener has been in service for 12 months.

HOW DO I GET AN INSPECTION?

After you have been notified that your Application has been accepted, call the City Wastewater Inspector at (805) 688-6997 to schedule an appointment for a visual inspection. In most cases the Wastewater Inspector will be able to schedule the inspection within three weeks of your call.

WHAT IF I MOVE?

The water softener upgrade rebate is applied as a credit on the water bill of the customer listed on the Application who must be the active water customer at the time the Application is approved. If the approved customer on the Application moves prior to the full credit being utilized any remaining balance on that account is lost. No remaining credit on the account will be transferred to another account or provided to the new water customer at that address.

FURTHER QUESTIONS

If you have further questions call the City's Utility Billing Clerk at (805) 688-5575.